

A LIBRARY JOURNAL VIRTUAL TECH SUMMIT

POWER to the PATRON



FROM SYSTEMS TO SERVICES

December 8, 2011 | 10 am-6 pm EST

EVENT GUIDE



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SCHEDULE: At a Glance

A LIBRARYJOURNAL VIRTUAL TECH SUMMIT



10:00 AM-11:00 AM	Attendee login and visit the Exhibits (presentations will begin at 11 AM EST)
10:00 AM-6:00 PM	Sponsor Webcast Presentation (Available On-Demand All Day) Sponsored by SirsiDynix and Comprise Technologies
11:00 AM-12:15 PM	Introductions by Ian Singer , VP, Group Publisher, <i>Library Journal</i> , <i>School Library Journal</i> , and <i>The Horn Book</i> Keynote by Bryan Alexander , senior fellow, NITLE (National Institute for Technology in Liberal Education)
12:15 PM-12:30 PM	Break & Exhibits
12:30 PM-1:30 PM	Panel 1: <i>Mobile Apps: What Do Users Need?</i>
1:30 PM-2:30 PM	Lunch break
2:30 PM-3:30 PM	Panel 2: <i>Self-Service: Balancing Efficiency & Personal Touch</i>
3:30 PM-3:45 PM	Break
3:45 PM-4:45 PM	Panel 3: <i>ILS Role in Empowering Patrons</i>
4:45 PM-5:15 PM	Tweetup
5:15 PM-6:00 PM	Visit the Exhibits

VISIT THE EXHIBITS

(be sure to stop by the Exhibitor Hall at any point in the day for great products and offerings from our sponsors)

Introductions (11:00-11:15 AM EST)



Ian Singer, VP, Group Publisher, *Library Journal*, *School Library Journal*, and *The Horn Book*, is responsible for driving the growth and expansion of content licensing and identifying new product and business line extensions for Media Source Inc's various business units, including leading its evolving digital strategy. Ian joined Media Source in April 2010, after serving since 2006 as Bowker's VP, Data Services, where he was responsible for managing its flagship Books In Print data operations in addition to its .COM and Syndetics product lines.



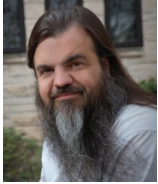
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Keynote Presentation (11:15-12:15 PM EST)



Bryan Alexander is senior fellow at the National Institute for Technology in Liberal Education (NITLE), was a chair of the 2010 Horizon Report, and authored *The New Digital Storytelling*. He researches, writes, and speaks about emerging trends in the integration of inquiry, pedagogy, and technology and their potential application to liberal arts contexts. Follow Bryan on Twitter at @bryanalexander.

Panel 1: *Mobile Apps: What Do Users Need?* (12:30-1:30 PM EST)

Mobile apps link libraries and patrons by promoting discovery and expanding access to library collections. How are libraries exploiting mobile apps to meet the changing cultural needs and expectations of mobile users? We'll explore how libraries meet point-of-need demand for services via mobile development, third-party applications, QR codes, and experimentation with products and design.



MODERATOR

Cody Hanson is the Web Architect and User Experience Analyst at the University of Minnesota Libraries, where he works on Drupal and discovery. Cody speaks, writes, and teaches about topics like libraries, user experience, and mobile.



PANELISTS

Dan DeSanto works in the Information and Instruction Services Department at the University of Vermont and has also worked for the University of Vermont Center for Digital Initiatives. He began working with the Long Trail Collection as part of a metadata internship for his MLIS program at the University of Alabama. Follow Dan on Twitter at @knitviking.



Nate Hill is a Web Librarian doing design and development work at the San Jose Public Library, CA. Nate also manages the PLA blog and does User Experience consulting with Influx. Follow Nate on Twitter at @natenatenate.



Rebecca Ranallo is the Internet & Media Services Manager for the Cuyahoga County Public Library, OH, where she oversees web development, implementation, and training. Previously, she worked for Cuyahoga Community College, where she managed their Technology & Information Literacy learning program and designed, evaluated, and implemented distance learning instruction.



Michael Whitchurch is chair of the Learning Commons Department in the Harold B. Lee Library at Brigham Young University, UT. In addition to his responsibilities for the Learning Commons (remodeling, management, training, etc.) he has a keen interest in services to library users using mobile devices. Follow Michael on Twitter at @mnmsrus.



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Panel 2: *Self-Service: Balancing Efficiency & Personal Touch* (12:30-1:30 PM)

Recent tech innovations put a new spin on patron self-service, facilitating access and interaction, connecting users with library collections in new ways, enhancing library workflows, and revitalizing existing services. From transforming traditional library collections to an entirely online library experience, patron-driven collection development, print-on-demand ebooks and self-service patron accounts, libraries are pushing the boundaries of patron engagement.



MODERATOR

Lisa Carlucci Thomas is the Director of design think do, providing technology, new media, and creative services consulting to libraries and organizations. A 2010 *Library Journal* Mover and Shaker, Lisa's previous experience includes managing access services, e-resources, and digital collections at Yale University and systems and digital initiatives at Southern Connecticut State University. Follow Lisa on Twitter at @lisacarlucci.



PANELISTS

Gretchen Caserotti is the Assistant Director for Public Services, formerly Head of Children & Teen Services, at Darien Library, CT. A 2010 *Library Journal* Mover and Shaker, Gretchen's interest in design and usability principles was developed while completing the MSLIS program at Pratt Institute. Follow Gretchen on Twitter at @gcaserotti.



Gretchen Freeman is currently the Associate Director for Technology at the Salt Lake County library system in Utah and directs technology strategy, implementation and operations for its 21 libraries circulating 15.7 million items. Gretchen implemented RFID in 18 of the libraries to reduce processing time and improve customer service. She is particularly interested in maximizing the benefits of new technologies to improve workflow, staffing patterns, and self-services.



Michael Levine-Clark is the Collections Librarian at the University of Denver. He writes and speaks regularly on strategies for improving academic library collection development practices.



Estelle Pope is Library Resources Coordinator at Coconino Community College. She earned her MLIS from Simmons College and an MA in Theology from Boston College, Flagstaff, AZ. Before arriving in Arizona in 2010, Estelle worked as Digital Library Systems Analyst at Boston College Libraries, Systems Librarian at Yale University Libraries, and Systems/Reference Librarian at Southern Connecticut State University libraries.



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Panel 3: *ILS Role in Empowering Patrons* (3:45-4:45 PM)

Forward-thinking partnerships, flexible APIs, and patron-focused development deliver added-value services beyond traditional ILS offerings. How are vendors pushing the needle on empowering patrons? Collaboration, mashups, and new perspectives about the future and role of the ILS expand its utility, purpose, and reach.



MODERATOR

John Blyberg, Assistant Director for Innovation and User Experience, Darien Library, CT. Follow John on Twitter at @jblyberg.



PANELISTS

Jason Griffey is an Associate Professor and Head of Library Information Technology at the University of Tennessee at Chattanooga. A librarian, writer, technologist, and speaker, find out more about Jason at www.jasongriffey.net and Pattern Recognition. He was named a *Library Journal* Mover and Shaker in 2009 and speaks internationally on the future of libraries, mobile technology, ebooks, and other technology related issues. Follow Jason on Twitter at @griffey.



Monique Sendze currently works as the IT Director for Douglas County Libraries, CO, where she leads efforts to fulfill their vision and mission through the effective provision of information technology, and has responsibility and oversight of computer services and applications, systems, networks, security web services, and communications for the district.



John Wohlers is Waubensee Community College's Library Technology Coordinator. For the past 16 years, he has been instrumental in the adoption, creation, and implementation of numerous technology initiatives, including the integration of library services with social networking services. John has authored and implemented software to permit integration of various open source projects with ILS systems. Follow John on Twitter at @cap60552 and @wctoddlibrary.

Tweetup (4:45 PM-5:15 PM)

TWITTER MODERATORS

Join us for the Tech Summit Tweetup! Follow the event on Twitter throughout the day using hashtag #LJtechsmt and continue the conversation and meet fellow participants following the program.



Courtney Young, is Head Librarian and Associate Professor of Women's Studies, Penn State Greater Allegheny. Courtney, a 2011 *LJ* Mover & Shaker, is an active leader in the ALA, serving on the ALA Executive Board and as a past President of NMRT. Courtney frequently presents and publishes on issues related to library management, professional development, diversity, and advocacy. Follow Courtney on Twitter at @librarycourtney.



Tiffini A. Travis received her Master's in Library and Information Science from the University of California at Los Angeles. She is currently the Director of Information Literacy and Outreach Services. She specializes in using social media for outreach services in both libraries and health services. She has presented and consulted internationally including Australia, the UK, and most recently Saudi Arabia and Cuba. Follow Tiffini on Twitter at @mojo_girl.



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Comprise Technologies is a leading provider of software and related technology to public libraries across North America. Known as the innovator of SAM, Smart Access Manager, our "Smart" solutions are at work in over 3,000 libraries where they manage funds in more than 4,000,000 patron accounts. Today, our research and development is focused on helping libraries manage their revenues. We offer the only PCI-compliant Unified Payment System compatible with every leading ILS product. Every day we process tens of thousands of dollars in payments for print services, fines, fees and donations without staff involvement. At Comprise we are committed to developing solutions that empower patrons and liberate librarians.

GOLD

Innovative
interfaces

Innovative Interfaces creates cutting-edge technologies for libraries, including the Sierra Services Platform, the Millennium ILS, the Encore Synergy discovery application, the Innovative ERM, and INN-Reach resource sharing.

EXHIBITORS



Provide patrons with an easy way to access your digital collection on a state-of-the-art tablet dispensed by MediaSurfer, a brand new solution by Tech Logic. MediaSurfer is a free-standing, self check kiosk that securely dispenses tablets, manages tablet content, and automatically charges each tablet. An innovative solution that saves time, money, resources and space, MediaSurfer integrates with any ILS.



TLC was founded in 1974 to provide innovative, evolving automation solutions to libraries. Over 5,000 libraries worldwide rely on TLC's outstanding products and customer service.



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